

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Bryce A. Jones  
Application No.: 09/477,991  
Filed: January 5, 2000  
For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB  
CALL CENTER

Confirmation No.: 1039  
Group No.: 2457  
Examiner: Barbara N. Burgess

**Mail Stop: Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION**

**Introductory Comments**

In response to the Office action dated July 9, 2009 (hereinafter "the Office action"), please consider the following remarks.